

Carolina Water Service, Inc.

**Joint Corrective Action Plan
Docket No. 2010-146-WS
Order No. 2013-606**

2014

Quarterly Performance Report

2nd Quarter 2014

Contents

Billing Results - CWS

Call Center Performance - All Call Centers (not CWS specific)

Customer Complaints - CWS

Report Submitted: July 14, 2014

Customer Billing

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q14 Actual	Apr Actual	May Actual	June Actual	2Q14 Actual	YTD
# of Bills Rendered	12308	11976	12769	37053	12481	12546	12415	37442	74495
% of Billing Accuracy	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%
Summary of Causes of Billing Adjustments									
Billed in Error	0	0	0	0	0	2	0	2	2
Rate Change	0	0	0	0	0	0	0	0	0
Wrong Bill Cycle	0	0	0	0	0	0	0	0	0
Wrong Customer Billed	0	0	0	0	0	0	0	0	0
Wrong Period Billed	2	2	2	6	4	0	0	4	10
Wrong Rate	2	0	0	2	0	1	0	1	3
Wrong Read	11	9	9	29	10	7	3	20	49
# of Billing Exceptions	3747	699	4524	8970	441	1299	520	2260	11230
Avg # of Days to Resolve Billing Exceptions	1.11	1.72	1.07	1.30	1.90	2.24	1.37	1.84	1.57

Call Center Operations

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q14 Actual	Apr Actual	May Actual	June Actual	2Q14 Actual	YTD
# of Calls Received at all Centers	26020	19875	22424	68319	24264	27232	26649	78145	146464
*Average Speed of Answer / Service Level	90.1%	94.1%	95.0%	93.1%	95.6%	89.0%	79.0%	87.9%	90.5%
Abandon Rate	1.0%	1.0%	0.0%	0.7%	0.0%	1.0%	3.0%	1.3%	1.0%
Longest Wait Time in Queue	0:37:01	1:55:09	0:37:23	1:55:09	0:19:17	0:22:12	0:41:38	0:41:38	1:55:09
Average Wait Time	0:00:49	0:00:47	0:00:35	0:00:44	0:00:32	0:00:51	0:01:18	0:00:54	0:00:49
Average Customer Treatment Time	0:04:57	0:04:52	0:04:57	0:04:55	0:04:43	0:04:21	0:04:26	0:04:30	0:04:43

*Per the JCAP, as of 08/29/2013, the company is to meet answering 80% of calls within 120 seconds of entering the queue. By 08/29/2014, the company is to meet answering 80% of calls within 90 seconds of entering the queue. By 08/29/2015, the company is to meet answering 80% of calls within 60 seconds of answering the queue. The Company is ahead of schedule and currently reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level effective 01/01/2013.

Customer Complaints

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q14 Actual	Apr Actual	May Actual	June Actual	2Q14 Actual	YTD
# of Complaints Received	146	128	123	397	135	162	105	402	799
% of Unresolved Complaints Issued Notice to Contact ORS	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complaint Rate	1.17%	1.02%	0.98%	1.06%	1.07%	1.28%	0.83%	1.06%	1.06%
Types and Number of Types of Calls Received from CWS Customers									
High Bill Investigation	26	23	24	73	29	16	14	59	132
Air in Water	0	0	0	0	0	0	0	0	0
Clogged Sewer	16	14	8	38	13	11	11	35	73
Discolored Water	1	0	0	1	0	6	4	10	11
General Investigation	42	28	32	102	22	39	25	86	188
High or Low Pressure in the Water	1	4	3	8	1	8	9	18	26
Lawn Repair for Sewer Breaks	1	6	1	8	4	2	2	8	16
Lawn Repair for Water Breaks	0	1	3	4	6	5	4	15	19
Lift Station Problems	1	4	2	7	3	3	2	8	15
Mineral Amount in Water	0	0	0	0	1	0	0	1	1
No Water	9	5	2	16	5	5	2	12	28
Noise in Sewer	0	0	0	0	0	0	0	0	0
Odor in Sewer	0	0	0	0	1	7	2	10	10
Repair/Replace Meter Box	4	2	6	12	5	6	1	12	24
Repair Road	0	2	4	6	6	5	1	12	18
Sewer Main Break	1	0	0	1	0	3	0	3	4
Sewer Miscellaneous Complaint	8	12	13	33	20	12	4	36	69
Sewer Service Line Break	4	4	3	11	3	1	3	7	18
Taste or Odor in Water	0	2	0	2	0	6	0	6	8
Water Quality	2	0	0	2	0	3	3	6	8
Water Main Break	4	3	1	8	1	0	3	4	12
Water Miscellaneous Complaint	6	4	9	19	4	2	2	8	27
Water Service Line Break	17	13	9	39	7	20	12	39	78
Test Meter	3	1	3	7	4	2	1	7	14